



BT Cloud Voice Smart Yealink W52P IP DECT phone

User guide



What's in this guide

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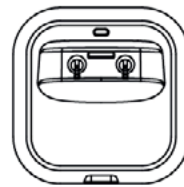
What's in the box? You should have...



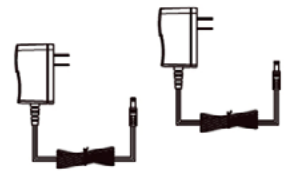
Handset



Base Station



Charger Cradle



Two Power Adapters



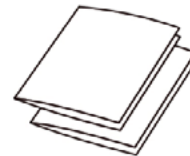
Belt Clip



Ethernet Cable



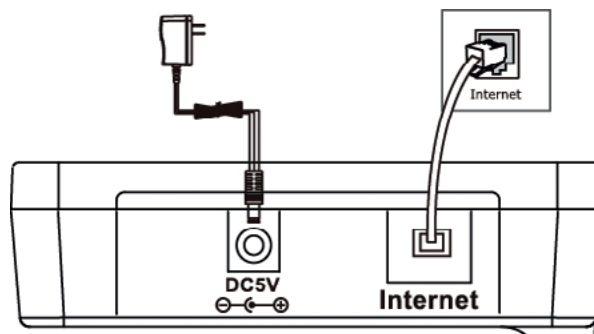
Two Rechargeable
Batteries



Quick Start Guide

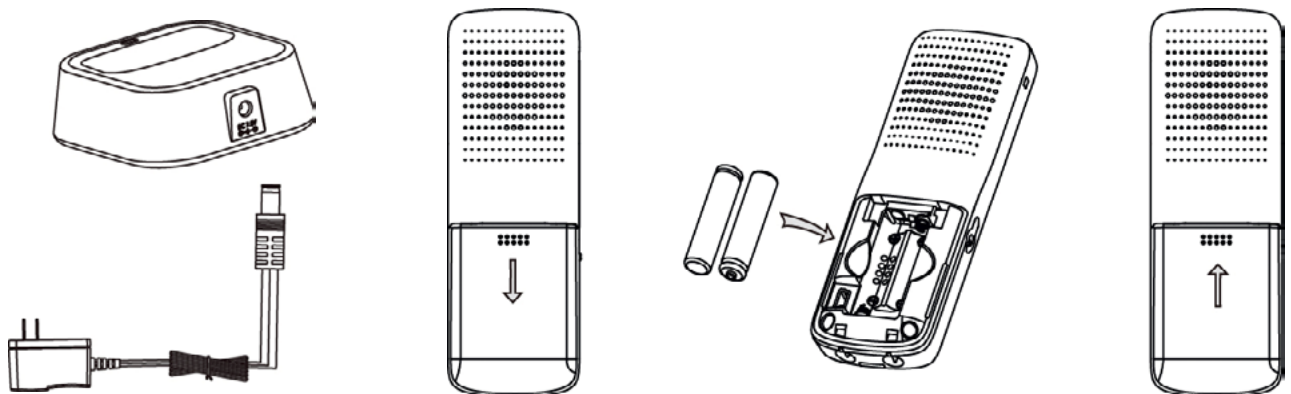
Step 1: Connect the Base Station to your broadband hub or router

1. Plug one end of the black Ethernet cable into the internet port on the Base Station
2. Plug the other end into the hub (if it's a BT hub, it'll be one of the yellow ports)
3. Plug the power adaptor into the Base Station (it'll turn itself on)



Step 2: Charge up the phone, turn it on, install updates

1. Place the charger cradle where you want to keep your phone handset
2. Plug the power adapter into the charging cradle
3. Put the batteries into the handset and turn it on
4. The handset will then connect to the Base Station and install any essential updates, which could take up to 10 minutes
5. While it's updating, place it in the cradle to charge the batteries (it takes about 6 hours for a full charge)

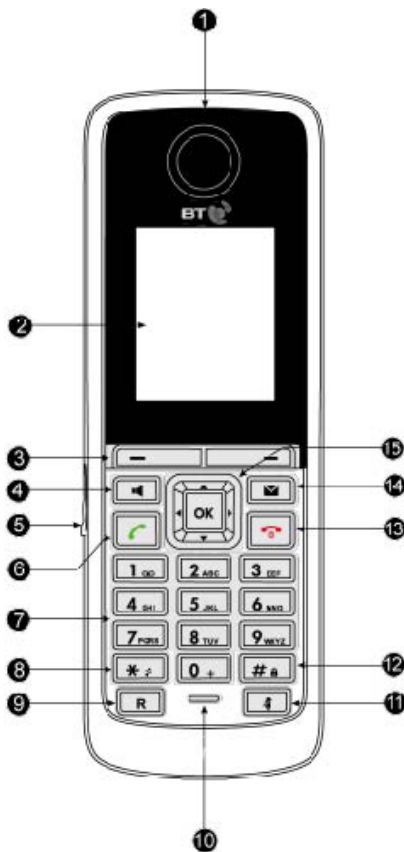


Step 3: You're all done

Once any updates are complete (and the batteries have sufficient charge), the phone will be ready to use.

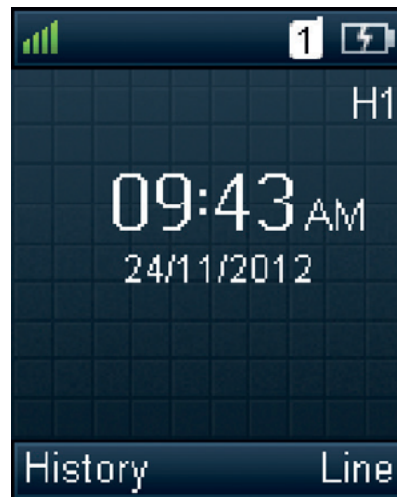
Section 2: Getting to know your phone

2.1 The handset



1	Earpiece	
2	Screen	See next page for details.
3	Soft keys	See next page for details.
4	Speakerphone	Switch between normal phone and speakerphone. Answer incoming calls directly on speakerphone.
5	Headset connection	2.5 mm
6	Call button	Press to make and receive calls. Also use it to access the redial call list.
7	Keypad	
8	Star/silent button	Press and hold to turn silent mode on or off.
9	Redirect button	Transfers a call to another number.
10	Microphone	
11	Mute button	Turns mute on or off.
12	Hash/lock button	Press and hold to lock or unlock the keypad.
13	On/end call button	Rejects an incoming call (and sends to voicemail). Ends a call. Cancels an action. From the home screen, press and hold to turn the phone on or off. From the menu, press once to go back a step, or press and hold to return to the home screen.
14	Missed call/voicemail button	Flashes if you have a missed call or voicemail. Press to see the details.
15	Up, down, left, and right buttons	Scroll through screens and information. Press and hold any of these buttons from the home screen to set as shortcut for quick access to features.
	OK button	Confirms actions or enters the main menu.

2.2 The screen



Notification bar

This shows the signal strength indicator, handset number, and battery status.

Main screen

This shows caller information, menu screens, time and date, and the handset name.

Soft key functions







These change depending on the screen and include: Accept, Save, Clear, Options, Resume, Swap, OK, Back, Transfer, Conference, Call, Silence, History, and End.

Signal strength icon

















This shows the strength of the connection between the phone and the base station, from no reception to strong:



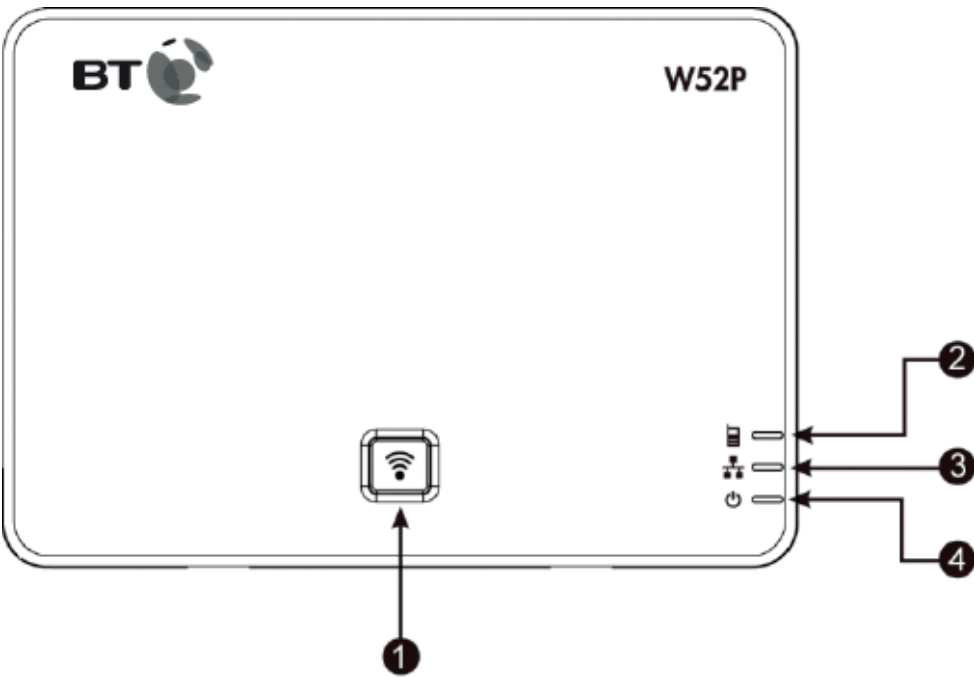
Battery charge icon

Charging status	Icon
Fully charged	
75% charged	
50% charged	
25% charged	
10% charged	
Almost flat	

Screen icons

Icon	Description
	Anonymous call
	Anonymous call rejection
	Missed call
	Voicemail
	Keypad lock
	Silent mode
	Do not disturb
	Call forward
	Call hold
	Call mute
	Unassigned outgoing line
	Unusable line
	Loudspeaker on
	Headset mode on
	Normal call
	Conference call

2.3 The base station




	What it is	What it does
1	Paging key	Press once to make your handset ring (handy if you can't find it) Toggles through the registration mode Resets the base station to its factory settings
2	Handset status LED	Steady green light: handset is connected to the base station Rapid flashing green light: the base station is paging the handset Slow flashing green: the base station is in registration mode.
3	Network status LED	Steady green light: the base station is connected to the internet Slow flashing green: the base station isn't connected to the internet
4	Power status LED	Steady green light: the base station is connected to power Slow flashing green: the base station is downloading essential updates or in the resetting process No light: the base station is not connected to power

Section 3: Using your new phone





3.1 Making calls

You can make calls in various ways depending on whether you've dialled the number before or not.




Calling a new number

1. Dial the number
2. Press 





Calling a number from your directory

1. Press  when the handset is idle
2. Select Local Directory
3. Press  or  to select a contact or number
4. Press 

Calling a number from your call history

1. Press the History soft key and select a call history list
2. Press  or  to pick the number you're looking for
3. Press 

Calling a number from your redial number list

1. Press  when the handset is idle.
2. Press  or  to pick the number you're looking for
3. Press 


Calling a number using the speed dial key

1. Press and hold the speed dial key for the number you want
2. Stop pressing when you hear the phone dialling

See section 3.10 'Speed dial' for how to set up your speed dial keys.

3.2 Answering calls

Answer a call on handset

1. Press 
2. Or press the Accept soft key

Answer a call on speakerphone

1. Press 



End a call

1. Press 

3.3 Call waiting


Using call waiting

If you're already on a call when another one comes in, you've got three options:


1. Accept the new call and place the original call on hold
Press  or the Accept soft key
2. Reject the new call
Press 
3. Ignore the new call
Press the Silence soft key

Turning call waiting off

You can disable call waiting and instead automatically reject the new incoming call.

1. Enter the main menu
2. Select 
3. Select Call Waiting
4. Follow the menu
5. Press the Save soft key to accept the change

Muting a call

1. Press  during a call to mute or un-mute the microphone

Putting a call on hold

To put a call on hold





1. Press the Options soft key during a call
2. Select Hold

To resume the call



1. Press the Resume soft key
- If you have more than one call on hold, press the Swap soft key to switch between your calls.

3.5 Ringer volume

You can adjust the ringer volume of your handset using the menu or the left and right navigation keys on the keypad.

1. When the handset is idle, press  or 
2. Press  to decrease the ringer volume, press  to increase it
3. Press the Save soft key to accept the change or Back to cancel

3.6 Finding a misplaced handset

1. Press  on the base station
2. All handsets registered to this base station will ring simultaneously
3. Press any key on the handset or press  again on the base station to stop the ringing.

3.7 Using your local directory

You can store up to 100 contacts on a handset (each including a name, mobile number, and office number), which you can dial directly.

Adding contacts


You can add contacts to your local directory manually or from the call history.

Searching for contacts

Search for contacts by typing the contact name or number; potential matches will appear on the main screen.

3.8 Using your caller blacklist

You can add up to 30 numbers to your caller blacklist. Your phone will automatically reject calls from any numbers on the list before they get to you. Great for avoiding frequent nuisance callers.

1. Press OK to enter the main menu
2. Select 
3. Select Telephony
4. Select Caller Blacklist
5. Press the OK soft key
6. If there is already an entry, press the Options soft key and select New Entry
7. Enter the number in the Phone Number field
8. Press the Save soft key to accept the change or Back to cancel








3.9 Call history

This is where you'll find details of all calls made and received on the phone: incoming, outgoing, and missed calls, together with time, date, and duration.






3.10 Speed dial

With speed dial you can call your most frequently dialled numbers just by pressing a single button, rather than having to key in the number or select it from your local directory. From your local directory, you can assign up to eight speed dial numbers to buttons 2-9 inclusive.

Assign a speed dial number

1. Enter the main menu
2. Select 
3. Select Telephony
4. Select Speed Dial
5. The screen will show all available speed dial keys
6. Press  or  to highlight the key you want to assign the number to and press the Assign soft key
7. Press  or  to highlight the directory you want to use (if you've got more than one)
8. Select the contact you want to assign to the speed dial button
9. If there's only one number for the contact in the directory, press the OK soft key to assign the number to the speed dial key
10. If you've got both the office number and the mobile number in the directory, press the OK soft key to display both numbers
 - Press  or  to highlight the number you want
 - Press the OK soft key to assign the number to the speed dial key

To delete a speed dial number

1. Enter the main menu
2. Select 
3. Select Telephony
4. Select Speed Dial
5. The screen will show all available speed dial keys
6. Press  or  to highlight the speed dial key whose number you want to delete
7. Press  or  the Clear Key soft key to delete the assigned speed dial number

3.11 Call features

Call transfer

There are three ways to transfer a call:


Blind transfer

You may also know this as a 'cold' transfer. You tell your caller you're going to transfer them, then you transfer the call to the other number but you don't know if there's a dial tone, let alone if the call is answered.

1. Press the Options soft key during a call, and then choose Transfer
2. Enter the number you want to transfer the call to
3. Press the Transfer soft key


Semi-attended transfer

You leave the caller in the call queue for the new number, so you know there's a dial tone and that the call should be answered.

1. Press the Options soft key during a call, and then choose Transfer
2. Enter the number you want to transfer the call to
3. Press  to dial out
4. Press the Transfer soft key when you hear the ring tone


Attended transfer

You may also know this as a 'warm' transfer. You stay with your caller until the person you're transferring them to answers the call. You can then introduce the caller before dropping off the call.


1. Press the Options soft key during a call, and then choose Transfer
2. Enter the number you want to transfer the call to
3. Press  to dial out.
4. Press the Transfer soft key after the call is answered


Send all calls directly to voicemail

Use Do Not Disturb to send all calls to voicemail.
Turn Do Not Disturb on or off

1. Enter the main menu
2. Select 
3. Select Do Not Disturb
4. Follow the menu
5. Press the Save soft key to accept the change or Back to cancel

Check Do Not Disturb status

When Do Not Disturb is on, you'll see the  icon on the idle screen or when you press the Line soft key. Your phone will reject all incoming calls until you turn Do Not Disturb off.

If you miss any calls while Do Not Disturb is on, you'll see the missed call icon  followed by the number of calls you've missed.

Conference Call


You can talk to two people at the same time by setting up a conference call on your phone. And if you've got someone on hold, you can bring another caller into the conversation.

Set up a conference call from scratch

1. Call the first person
2. Press the Options soft key
3. Select Conference
4. If you want to conference in someone from your directory –
 - a. Press the Directory soft key
 - b. Select the office or mobile number of your contact
 - c. Press OK
 - d. Press the Call soft key
5. If you want to conference in someone by their phone number –
 - a. Dial their number
 - b. Press OK or the Conf. soft key
6. When the second person answers the call, you can have a quick word before bringing them into the conference
7. Press the Conf. soft key to join everyone in the conference


Set up a conference call with someone you've got on hold

Either someone else calls you or you call them while you've got a caller on hold and you want to start a conference call with both of them.

1. Press the Options soft key
2. Select Conference
3. Both calls are now in conference with you
4. To drop the conference call, press  or the End soft key


Withhold your number on outgoing calls

You can stop people seeing your number when you call them by using Anonymous Call.

1. Enter the main menu
2. Select 
3. Select Anonymous Call
4. Follow the menu
5. Press the Save soft key to accept the change or Back to cancel

Automatically reject 'withhold number' calls

You can automatically reject any incoming call from someone who withholds their number.


1. Enter the main menu
2. Select 
3. Select Anon. Call Rejection
4. Follow the menu
5. Press the Save soft key to accept the change or Back to cancel

Voicemail

When you get a new message, the 'Missed call/voicemail' button (see 14 in section 2.1 'The handset') flashes red.

- The screen shows how many messages are waiting for you
- Dial 1571 to listen to them

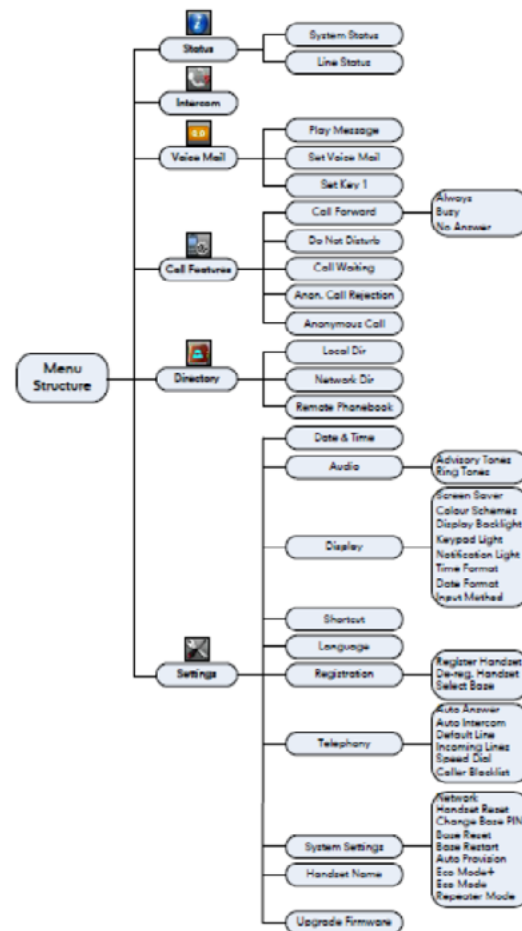
3.12 All features available from the main menu

There are loads of features and settings that you can access and change from the main menu. The phone has three levels, which you can access using the 'up, down, left, and right' buttons (see 15 in section 2.1 'The handset'). Use the Back soft key or  to return to the previous menu level.

To enter the main menu, press OK when the handset is idle. The six top-level menus appear as icons:



Menu structure



3.13 Calling 999 or 112: you must read this

Is your registered address correct?

Your BT Cloud Voice phone number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see. If you use your BT Cloud Voice service at a different address, the registered address does not automatically change. So if your work location changes please tell us so we can update your registered address.

Calling 999 or 112 in a power cut

You might not be able to make 999 or 112 calls when there's a power or network failure or if you're trying to use the service through a mobile application.

Offices Worldwide

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